X :)
@JessAndAmen

Conf42 Mobile 2022

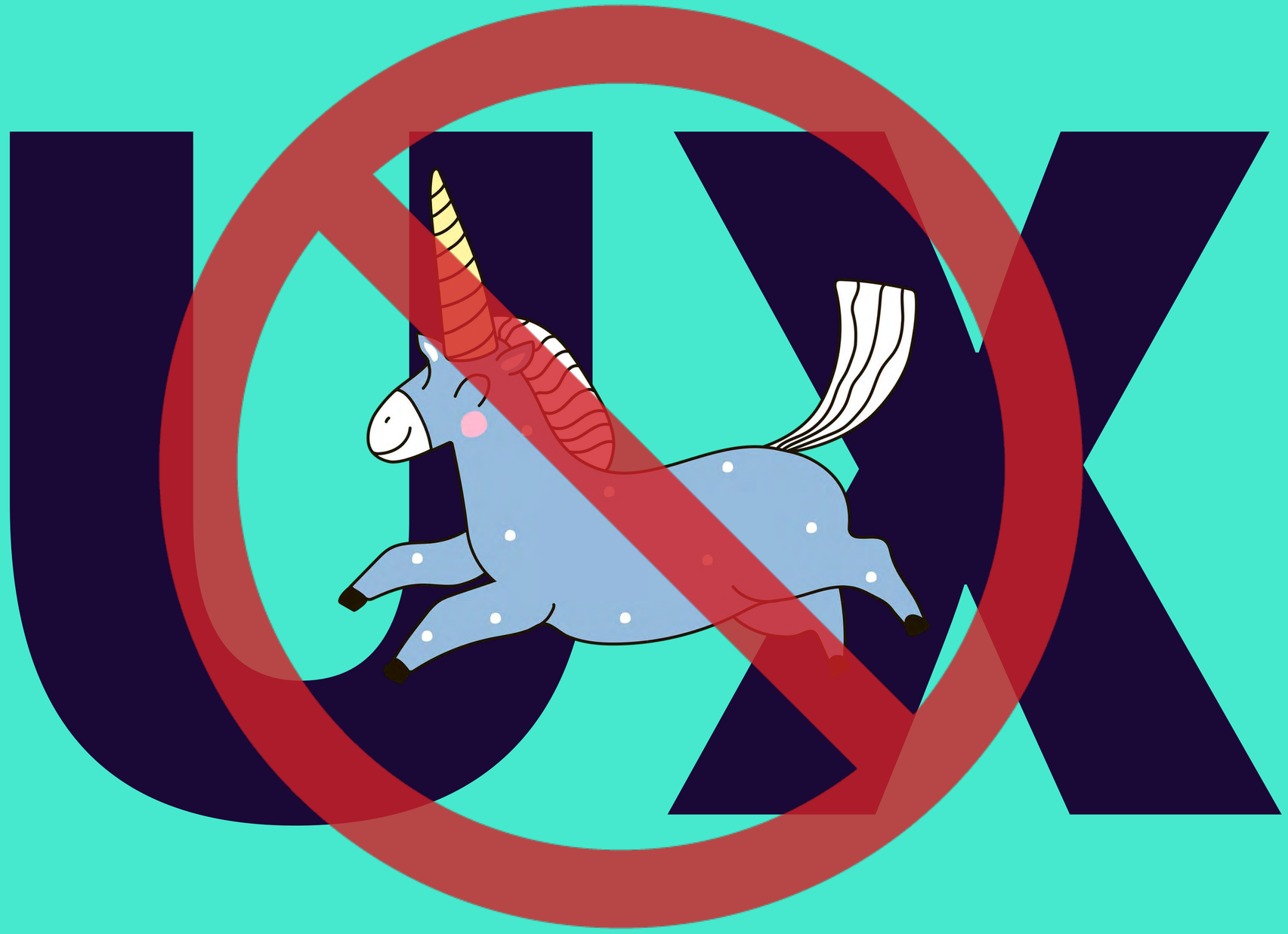
@JessAndAmen

truematter

@JessAndAmen

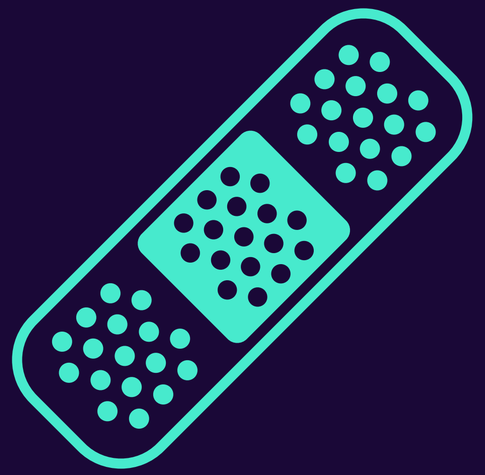
UX

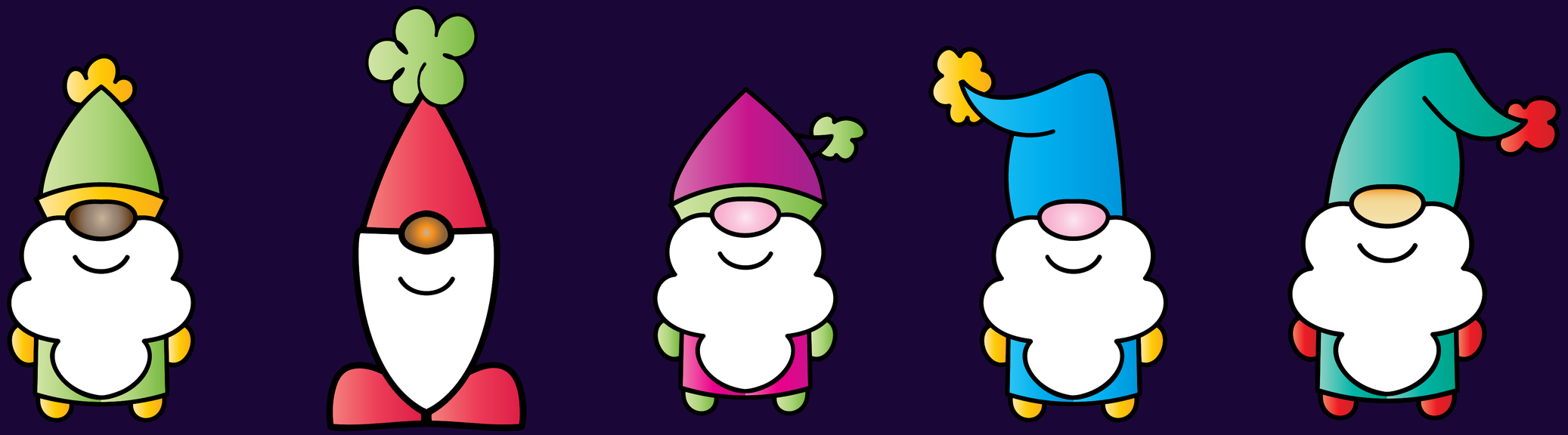
@JessAndAmen


UX

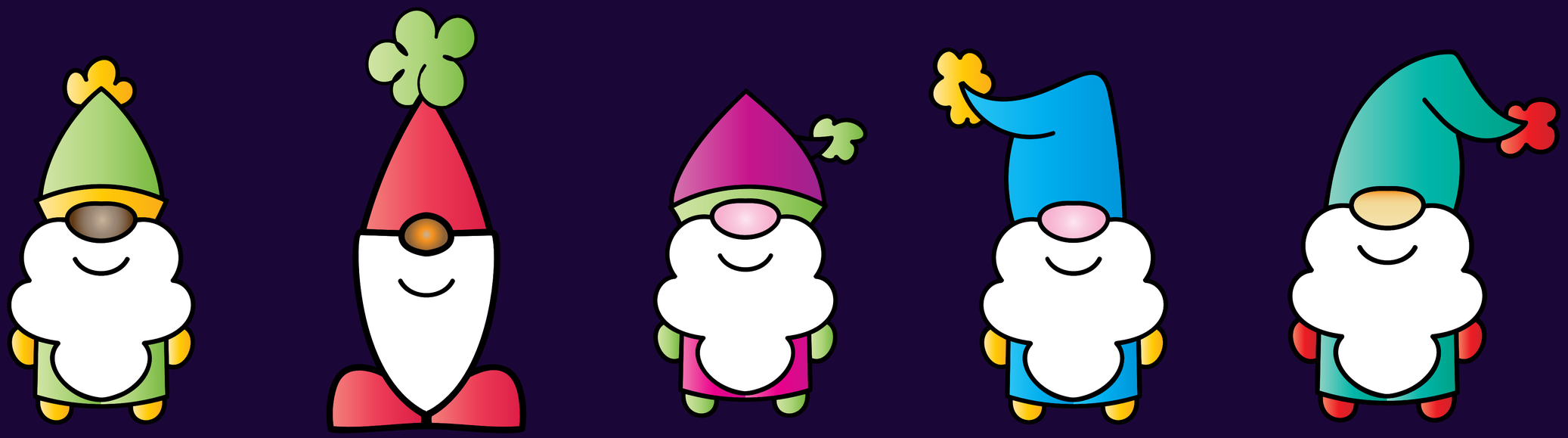
UX unicorns
do not exist.
@JessAndAmen

UX is not





@JessAndAmen



DEVELOPERS

VISUAL DESIGNERS

CONTENT STRATEGISTS

USER RESEARCHERS

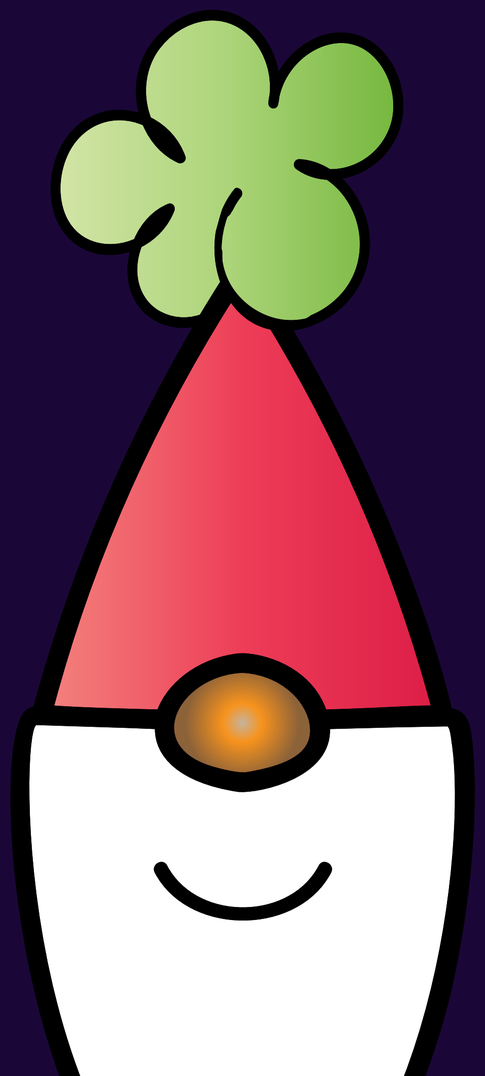
INFORMATION ARCHITECTS

Developers

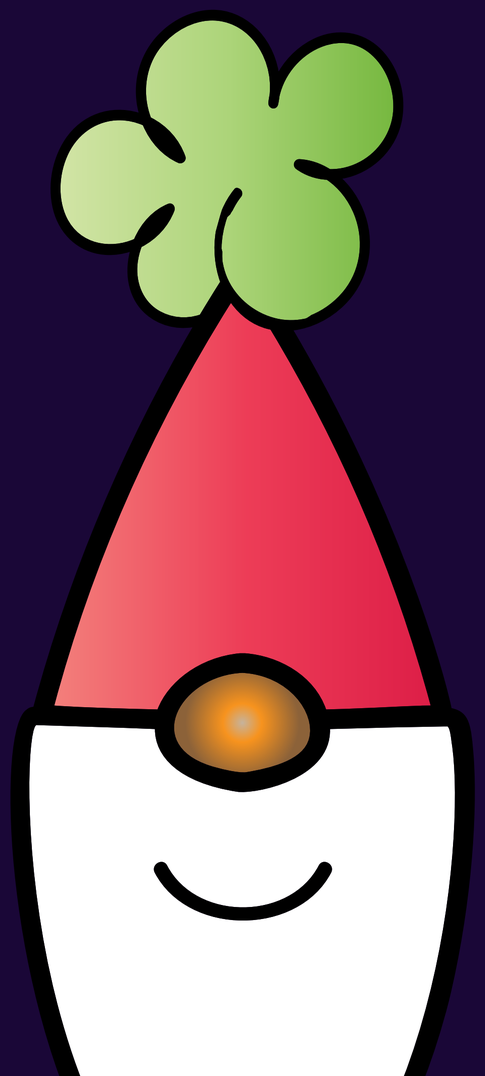
Developers

- **Build for Product Users and Use Cases**
- **Guard Against Extra Features and Functions Users Don’t Need**
- **Reusable Patterns for Experience Consistency**

Visual Designers

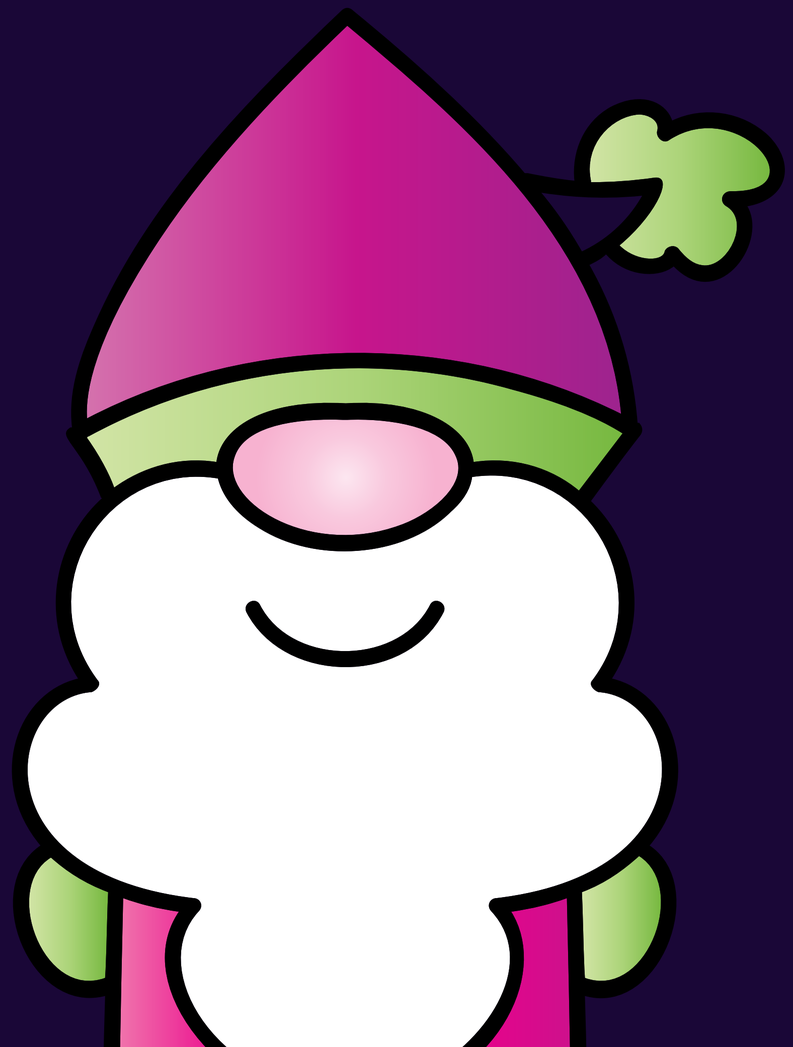


Visual Designers



- Layouts and Styles for How Humans Operate Online
- Consider Interactive Behavior As It Relates to Design
- Task-Based Design That Communicates How to Use the Interface

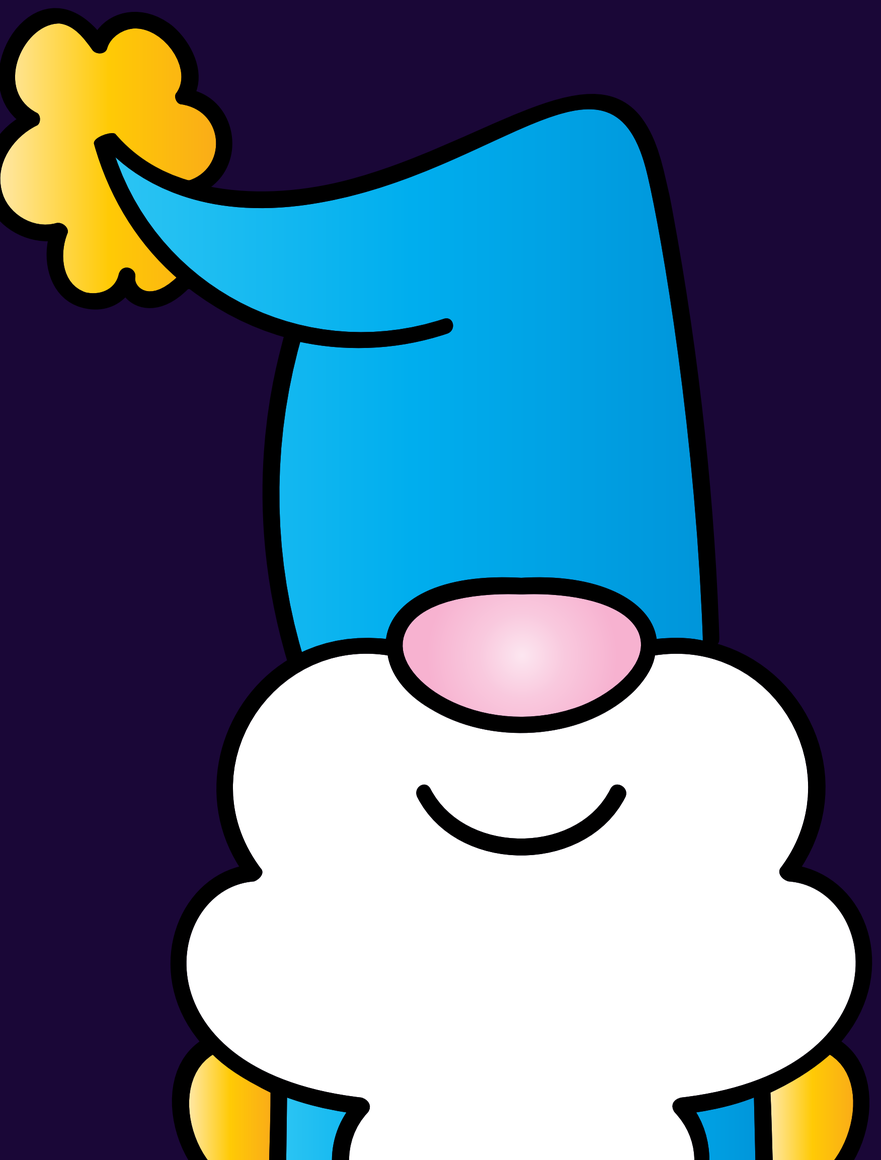
Content Strategists



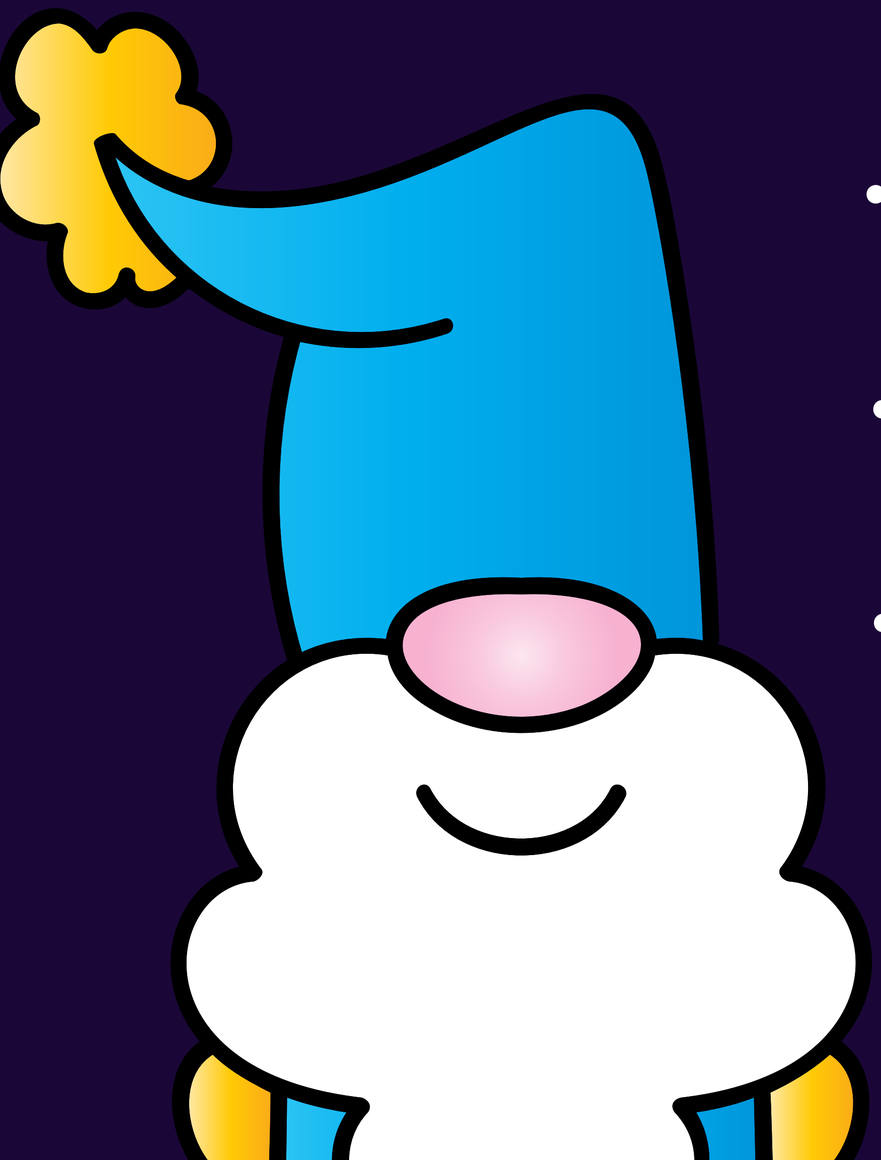
Content Strategists

- Presentation of Info/Actions for How Humans Digest Words Online
- The Right Words to Guide Users to the Right Task
- Reusable Content Patterns That Support Design and Development

User Researchers

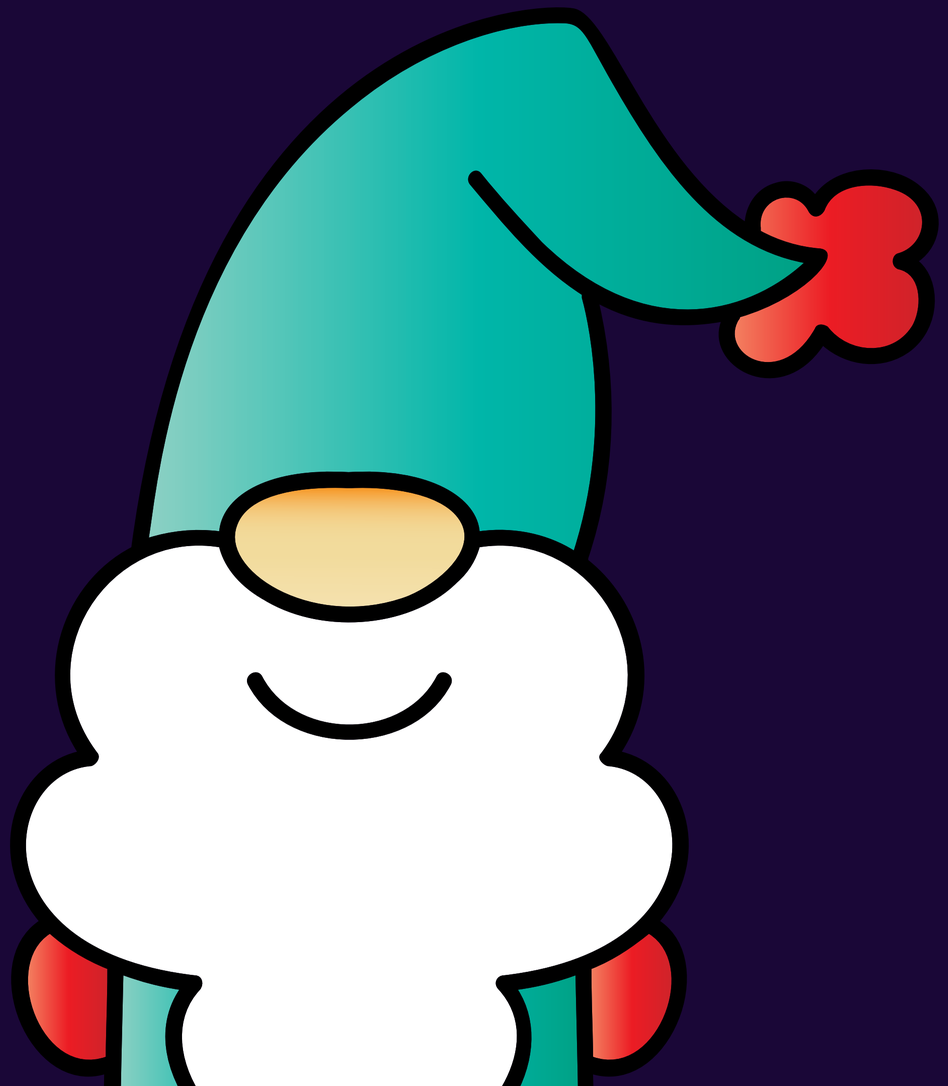


User Researchers

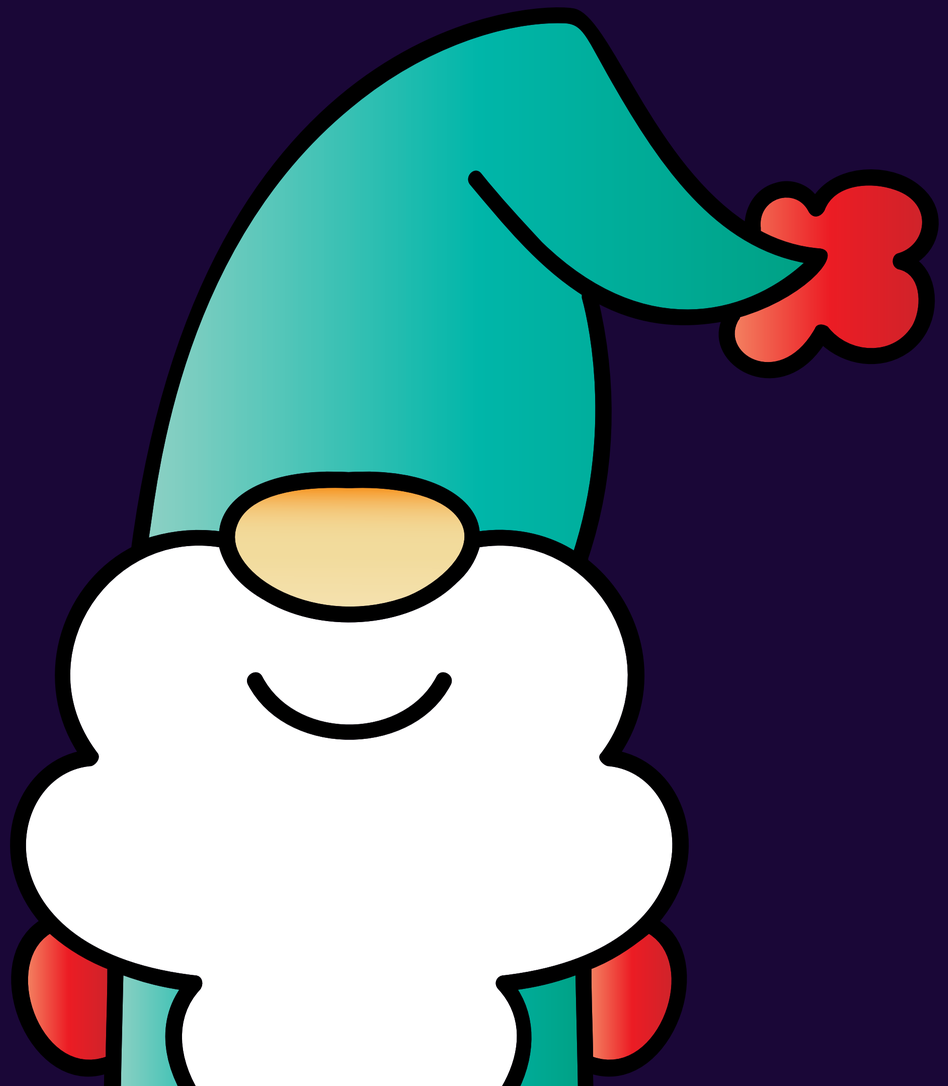


- Observe Real People Using Products in Real Life
- Design and Conduct Activities Leading to Valuable Interactive Input
- Use Task-Based Tests to See What Is and Is Not Working

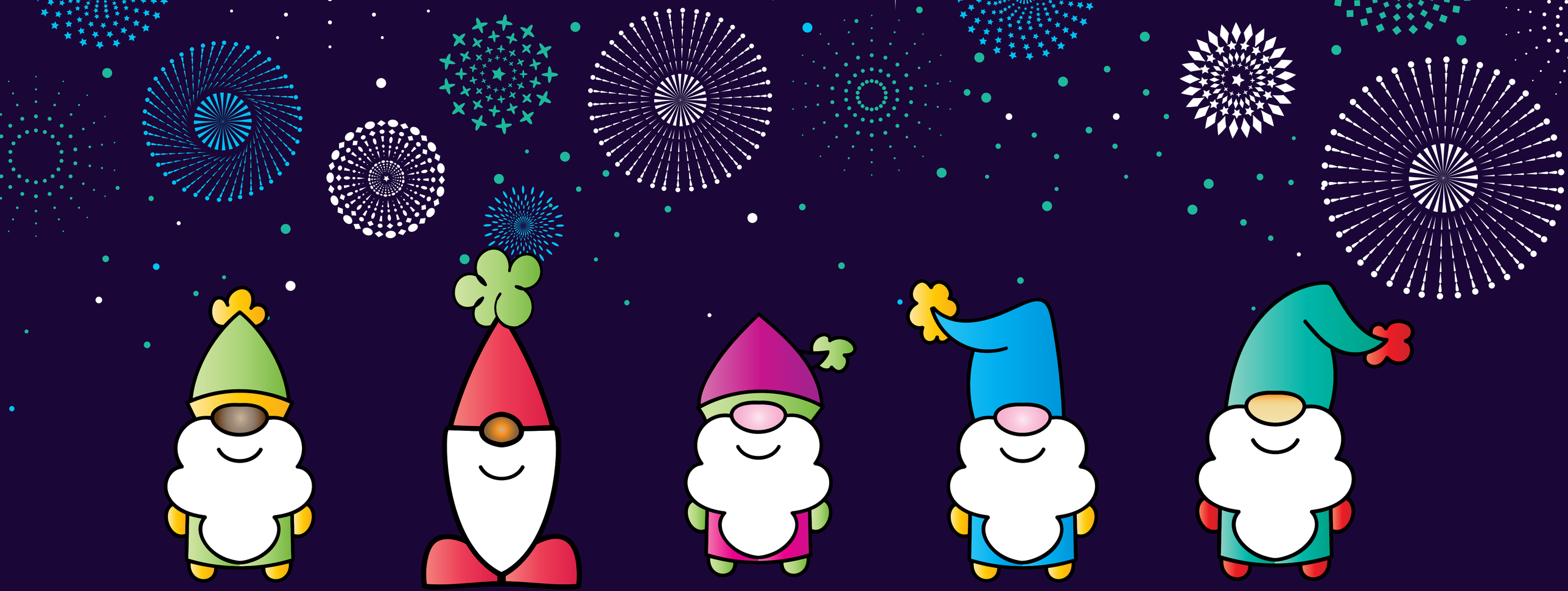
Information Architects



Information Architects



- Organizational Structures That Make Sense to Real People
- Functional Yet Human-Understandable Interfaces
- Technical Requirements Focused on User Interactions



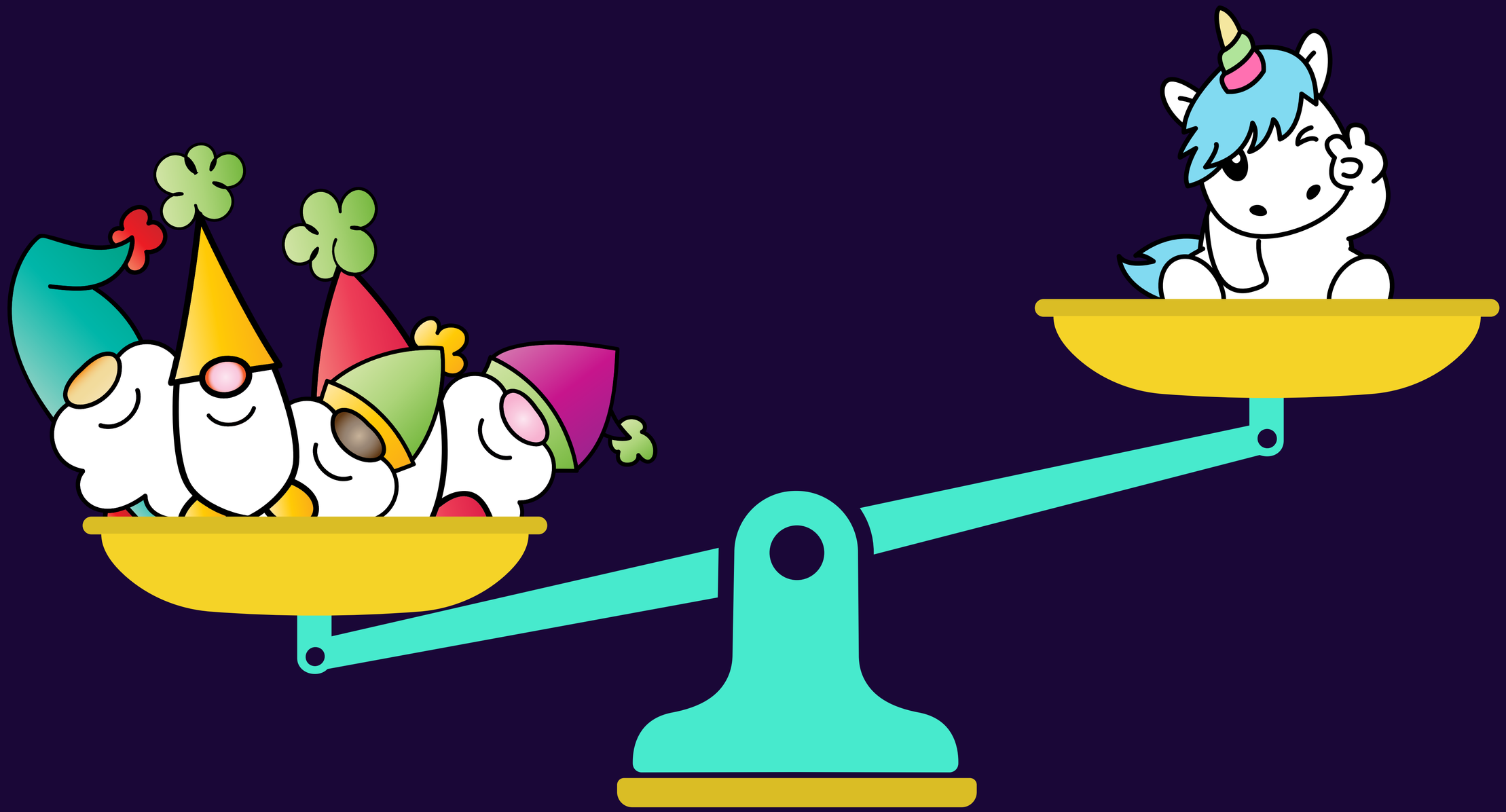
DEVELOPERS

VISUAL DESIGNERS

CONTENT STRATEGISTS

USER RESEARCHERS

INFORMATION ARCHITECTS



@JessAndAmen

@JessAndAmen

LEXINGTON MEDICAL CENTER

EPIC UPGRADE JUNE 25

KRONOS | e-TRAIN | e-CONNECT

INTERPRETER | DOWNTIME

WORK ORDER ENGINEERING / INFO. SYS | OCCURRENCE | MENUS

Lexington Medical Center Policies and Procedures

Laboratory Policies and Procedures

Physician Orders

EXPOSURE | LEXICOMP | ALLSCRIPTS

EAP | UPTODATE

ISOLATION | EPIC | STUDENTS

-- Forms, Requisitions, and Quick Links --

-- Departments --

HEART & SOLE
WOMEN'S FIVE MILER
Volunteer Registration

ROBOTIC SURGERY SYMPOSIUM
FRIDAY, APRIL 15, 2016
Log onto eTrain to Register
or Click Here for More Information

LEXINGTON MEDICAL CENTER
GOVERNOR'S CUP
Register Now
(Employee Discount Link)

LISTINGS / DIRECTORIES / REFERENCES

CISCO Phone Setup / VoipNet
Laboratory Tests and Services Directory
MSDS - Material Safety Data Sheets or SDS - Safety Data Sheets
Vaccine Information Statements
* Updated 2/11/16 *

Power Fail Phone List

MEDICAL STAFF

Call Schedules
Medical Staff & Affiliated Professional Staff Rosters | Clinical Privilege Lookup
Physician Portal

QUALITY

2015 Medical Record Review
Inpatient Fall Prevention Program

REGULATORY

CMS / NIAHO / STROKE Regulations
EMTALA
HIPAA
What is ISO?
LMC Performance Improvement Plan

GUEST SERVICES

Cultural Manual
Maps
Press Ganey
Vial of Life (My 9-1-1 Program)
Wellness Network Patient Channel

HUMAN RESOURCES / EVENTS & PROGRAMS

Award of Excellence
Annual Leave Cash In
Blood Drive Sign Up
Calendar of Events
Code of Conduct
Community Event / Project Sponsorship Request
Discount Codes & Promotions
Emergency Care Fund - Policy & Application
Employee Referral Bonus Opportunities
Employment Verification Service
Ethics Law
Health Directions: Schedule
Hiring Manager
KRONOS: Timekeeper Information
LMC Wellness Path
Newsletters (Intercom | Stethoscoop)
Questions or Concerns
Scholarships

CLINICAL RESOURCES

Antibiotic Susceptibility Patterns
Anticoagulation Tools
Ebola Resources
ICD-10
Mayday Manual Online
Medical Abbreviations
Medication Resource Center
Nutrition Therapy Manual
Online Research Resource Center
Visual DX

Critical Care Notebook Coming Soon

REQUESTS

Heat (IS Requests)
IS Change Request System
Pest Control Request
Radiology Equipment Service Request (Intermed Work Request)

ePurchase now available

Instructions / Documentation

APPLICATIONS

Allscripts EPSi
Financial Management System
CareLink (LMConnect)
Citrix Server
EPIC Downtime - BCA Web
GE Centricity (Radiology PACS)
HeartLab
LMConnect Gold Revenue Portal
Medication Resource Center (Formweb)
Pyramis (EKG)

Current Dataset Update took place on:

3 Month 14 Day Year

ALARIS INFUSION PUMP

4:27

LEXINGTON MEDICAL CENTER

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Patients & Visitors

Locations & Directions

Medical Services

Find a Doctor

- Careers
- Giving
- Classes & Events
- Blog
- About
- Contact

Call (803) 936-7099

lexmed.com

1:15

LEXINGTON MEDICAL CENTER

Locations & Directions

LMC Main Campus ›

2720 Sunset Blvd.
West Columbia, SC 29169

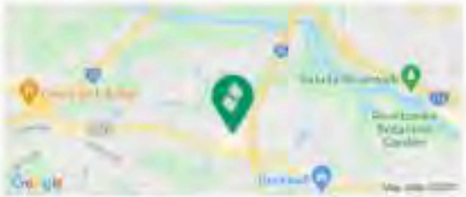
lexmed.com

1:16

LEXINGTON MEDICAL CENTER

Locations & Directions

Main Campus



2720 Sunset Boulevard
West Columbia SC, 29169
(803) 791-2000

View Interactive Map

lexmed.com

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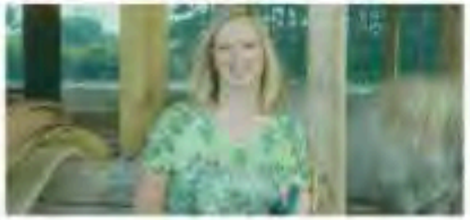
LEXINGTON MEDICAL CENTER

Medical Services

Featured

Women's Services ›



Cancer Center ›

lexmed.com

+ 45%

Site Traffic

@JessAndAmen

-65%

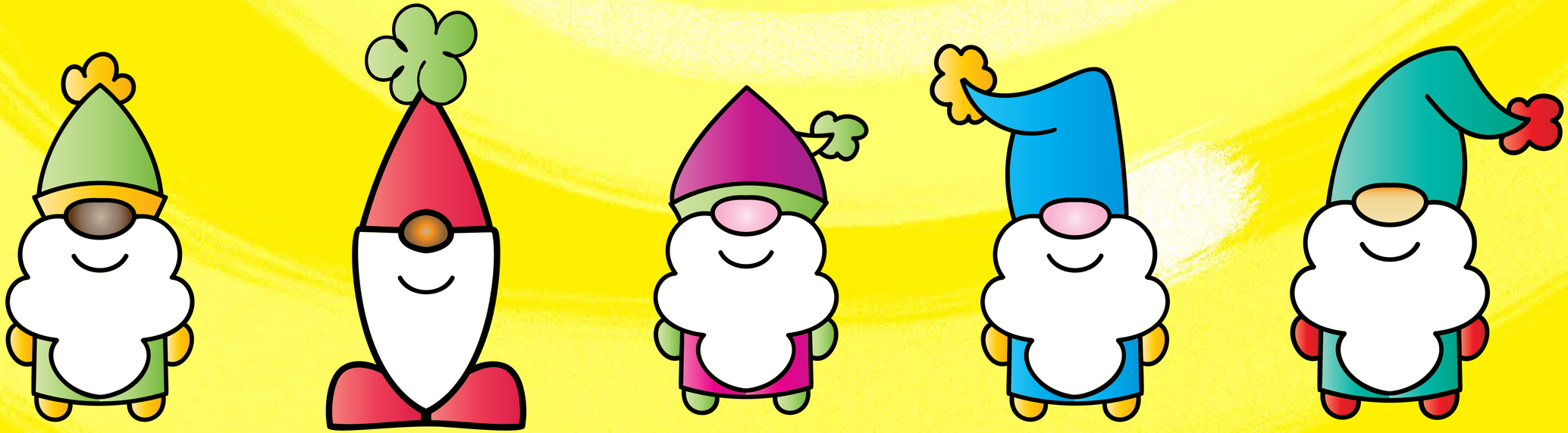
Maintenance

@JessAndAmen

+465%

Mobile Use

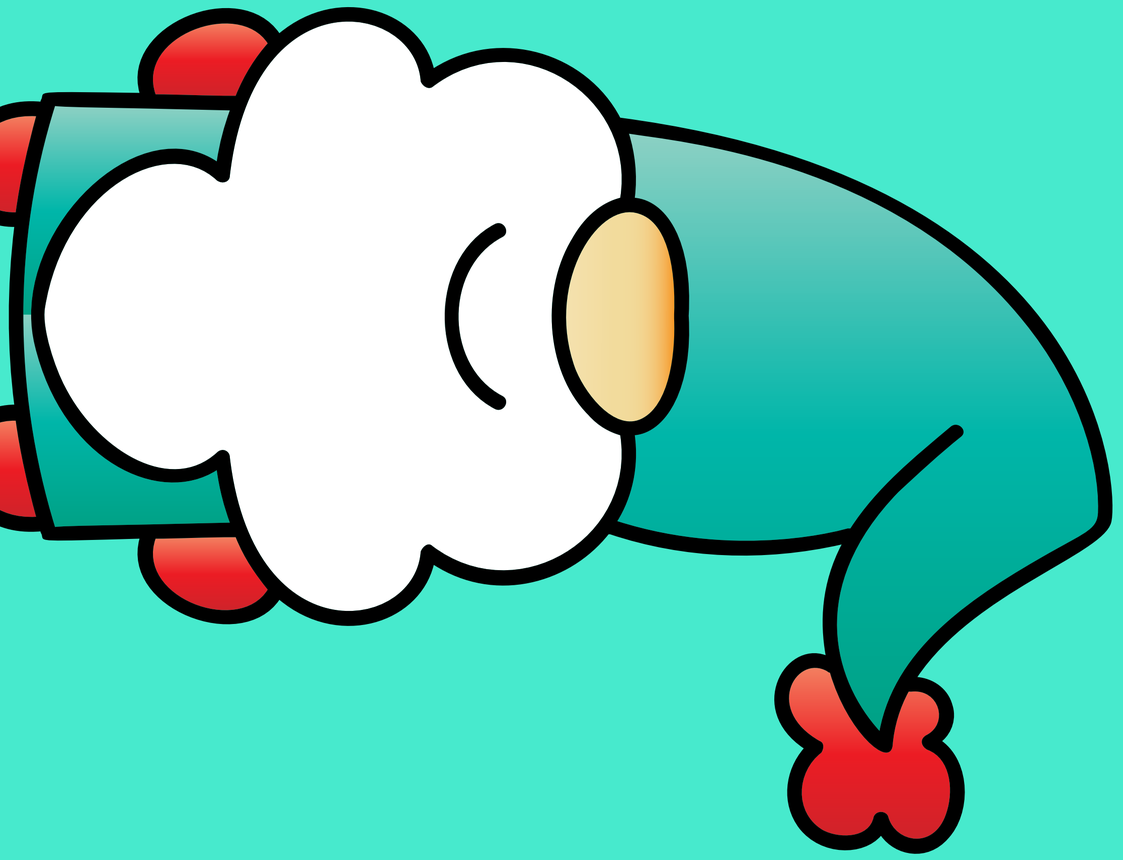
@JessAndAmen



@JessAndAmen

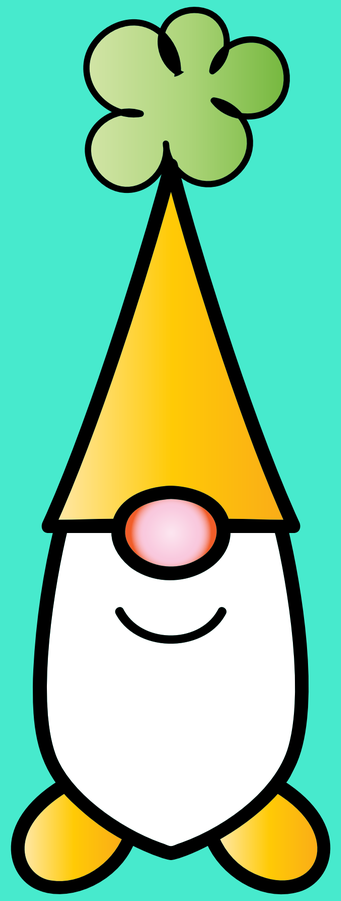
ONE HUNDRED DOLLARS
THE UNITED STATES OF AMERICA
FEDERAL RESERVE NOTE
LG 50658349 A
G7
LG 50658383 A
LG 50658341 A
THIS NOTE IS LEGAL TENDER FOR ALL DEBTS, PUBLIC AND PRIVATE
JULY 4, 1776
Secretary of the Treasury
Treasurer of the United States
FRANKLIN
SERIES 2009 A

@JessAndAmen



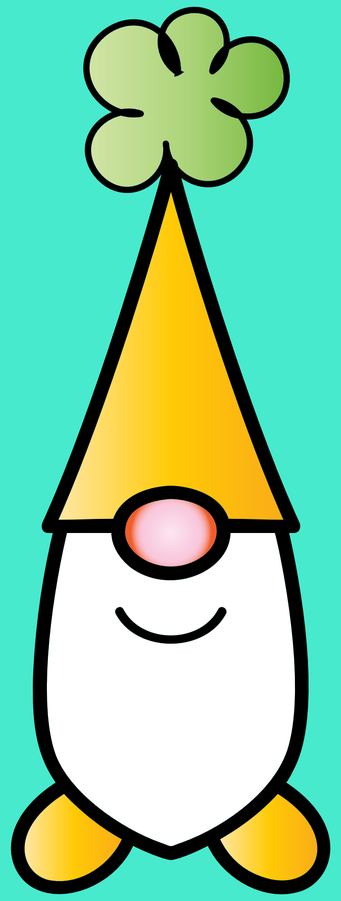
@JessAndAmen

Identify your gaps.



@JessAndAmen

ROMEO

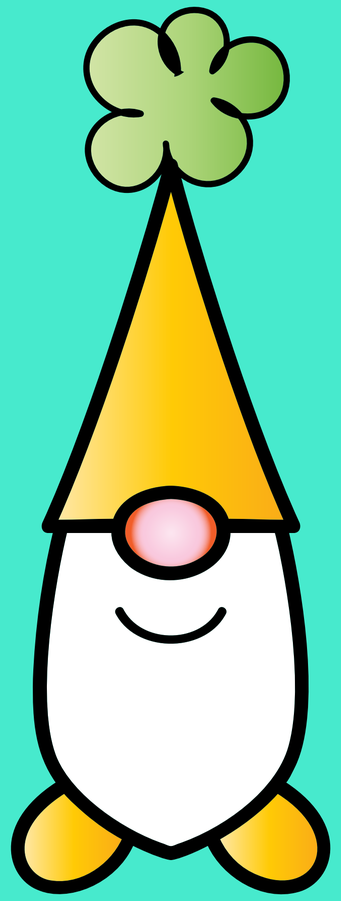


JULIET

@JessAndAmen

ROMEO

FRONT-END
DEVELOPER

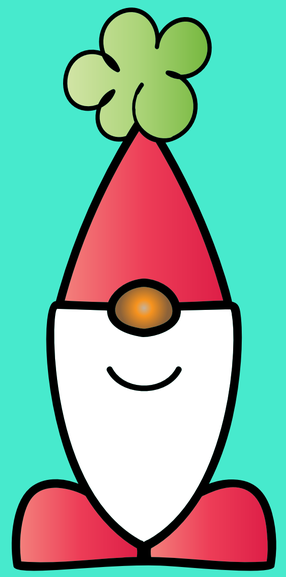


BACK-END
DEVELOPER

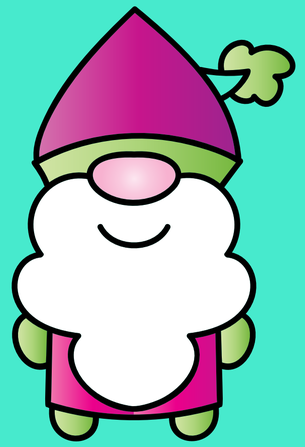
JULIET

@JessAndAmen

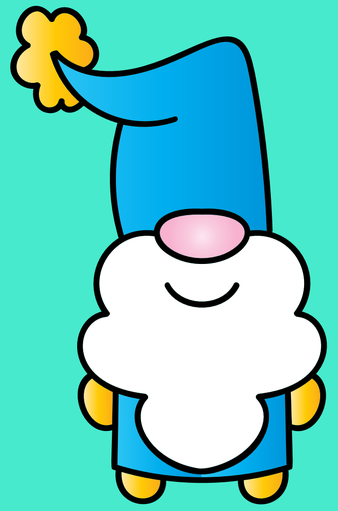
DEVELOPERS



VISUAL DESIGNERS



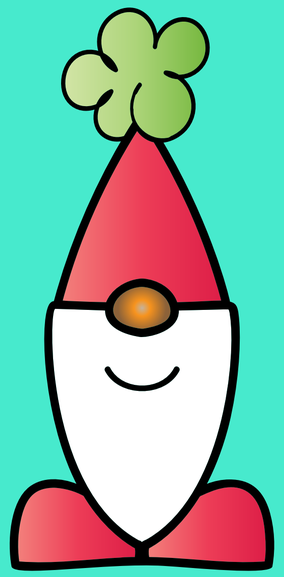
CONTENT STRATEGISTS



USER RESEARCHERS

INFORMATION ARCHITECTS

DEVELOPERS



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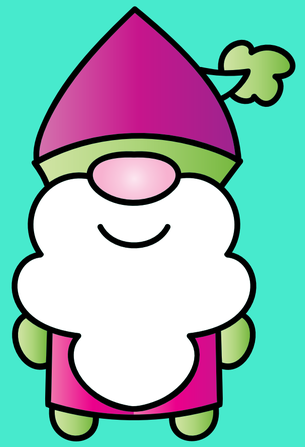
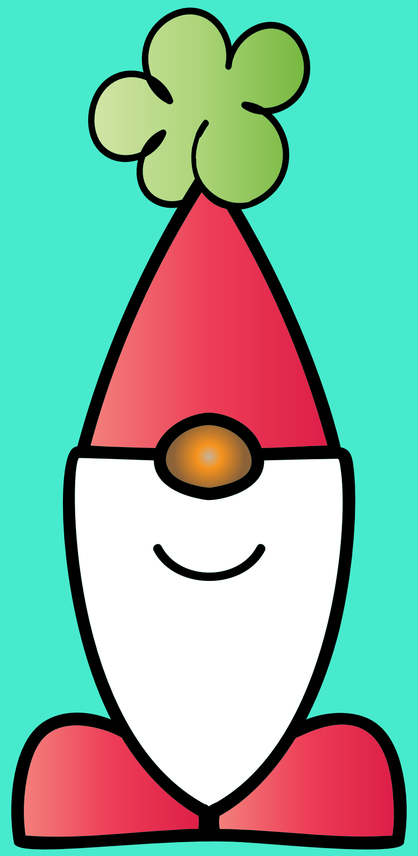


CONTENT STRATEGISTS

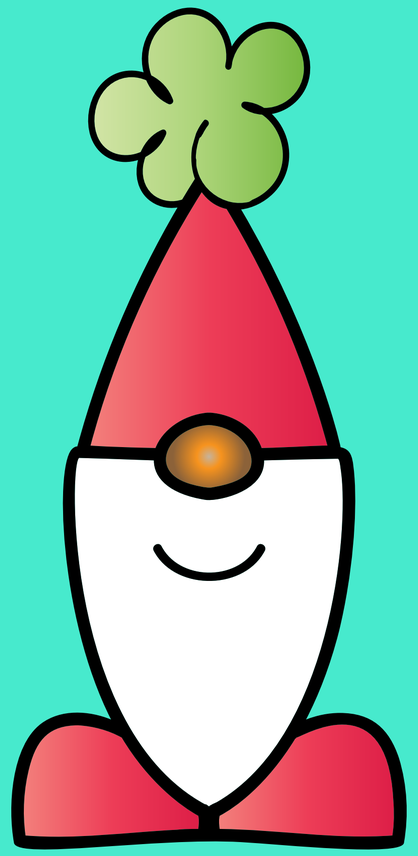
USER RESEARCHERS

INFORMATION ARCHITECTS

Untapped potential.

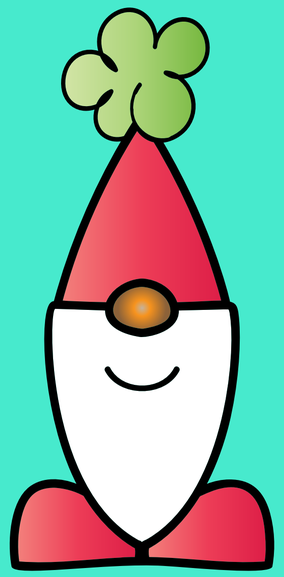


@JessAndAmen



VISUAL
DESIGNER

DEVELOPERS



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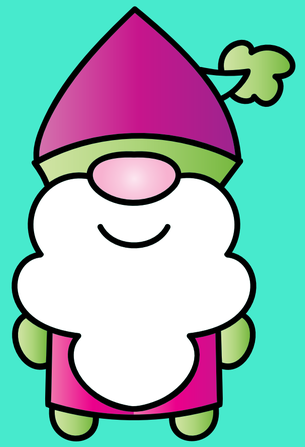
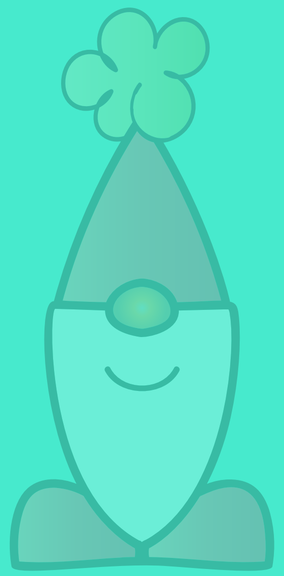


CONTENT STRATEGISTS

USER RESEARCHERS

INFORMATION ARCHITECTS

DEVELOPERS



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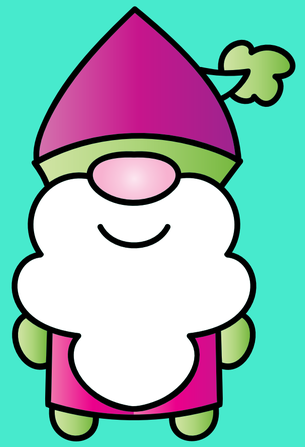


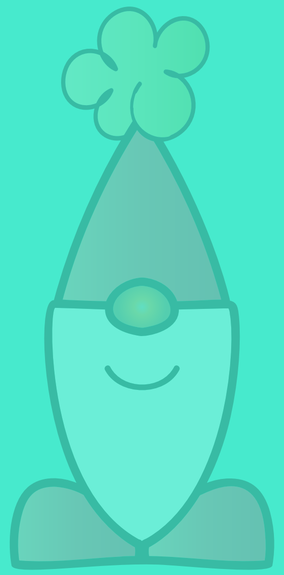
CONTENT STRATEGISTS

USER RESEARCHERS

INFORMATION ARCHITECTS

Prioritize project needs.

DEVELOPERS



VISUAL DESIGNERS

CONTENT STRATEGISTS

USER RESEARCHERS

INFORMATION ARCHITECTS

Start a Conversation or Project

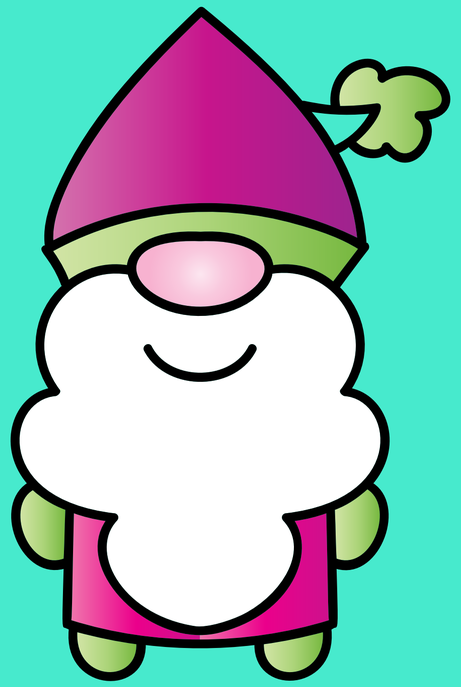
Name

Email Address

Phone Number (optional)

What are you looking to do? (optional)

- [ ] Create or Improve an App, Software Product, or Complex Site
- [ ] Evaluate a Digital Experience



CONTENT
STRATEGIST

INFORMATION
ARCHITECT

Back

Skip

Self-Care

2 I have trouble reaching and manipulating household objects.

Never

Rarely

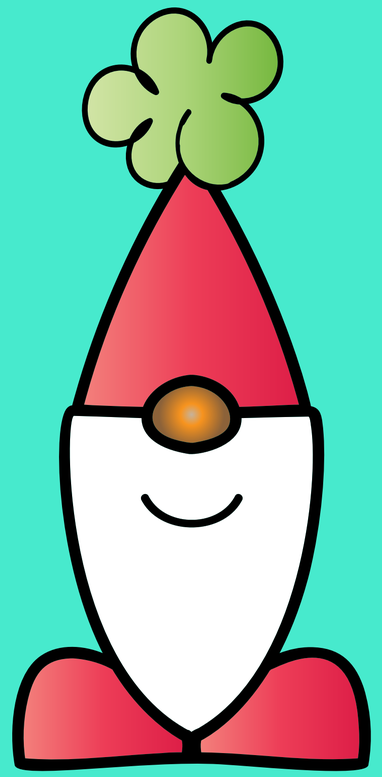
Sometimes

Usually

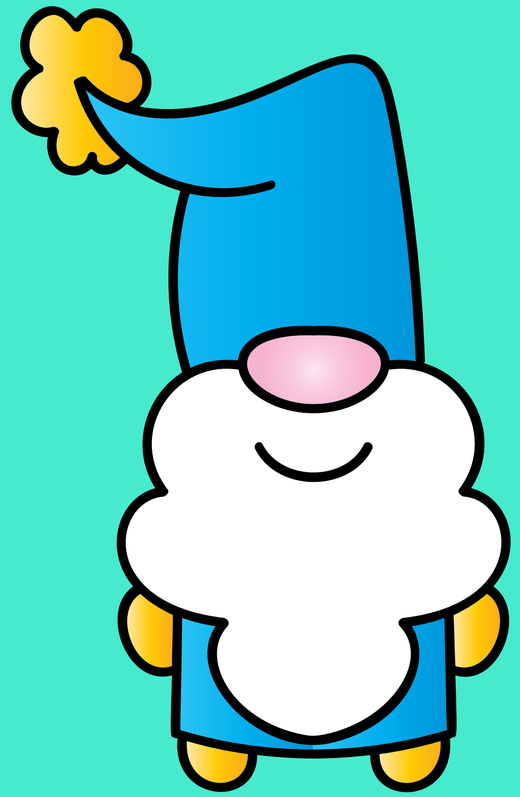
Always

Next

@JessAndAmen

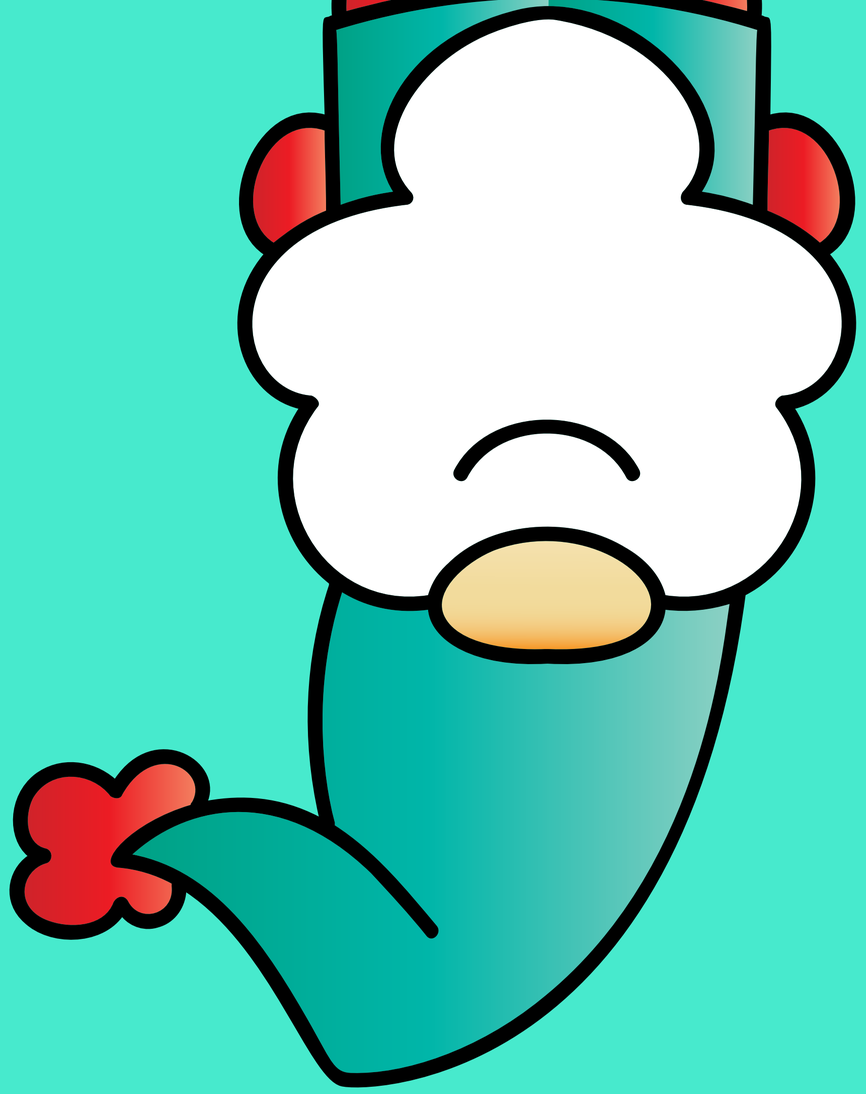


VISUAL
DESIGNER



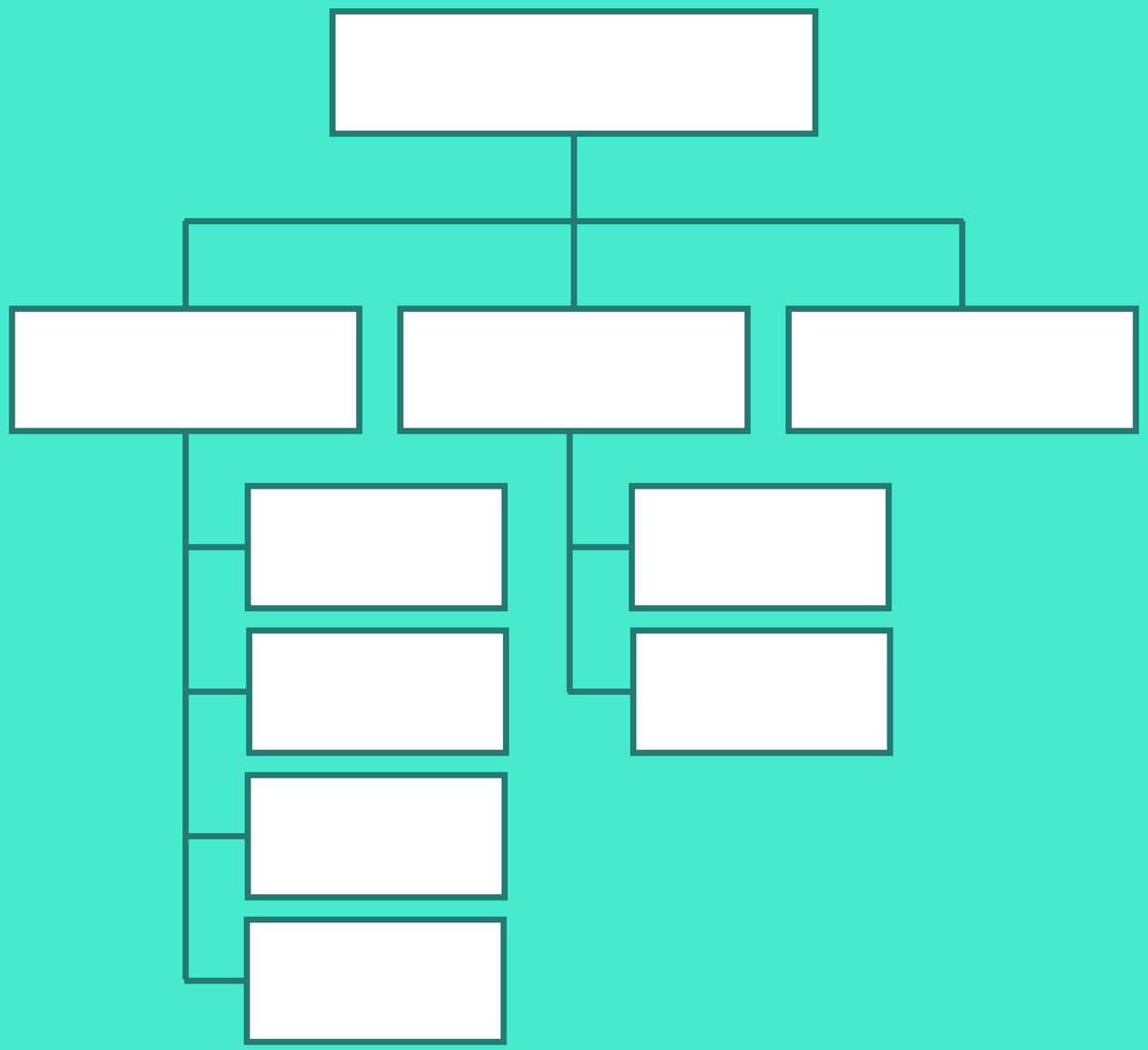
USER
RESEARCHER

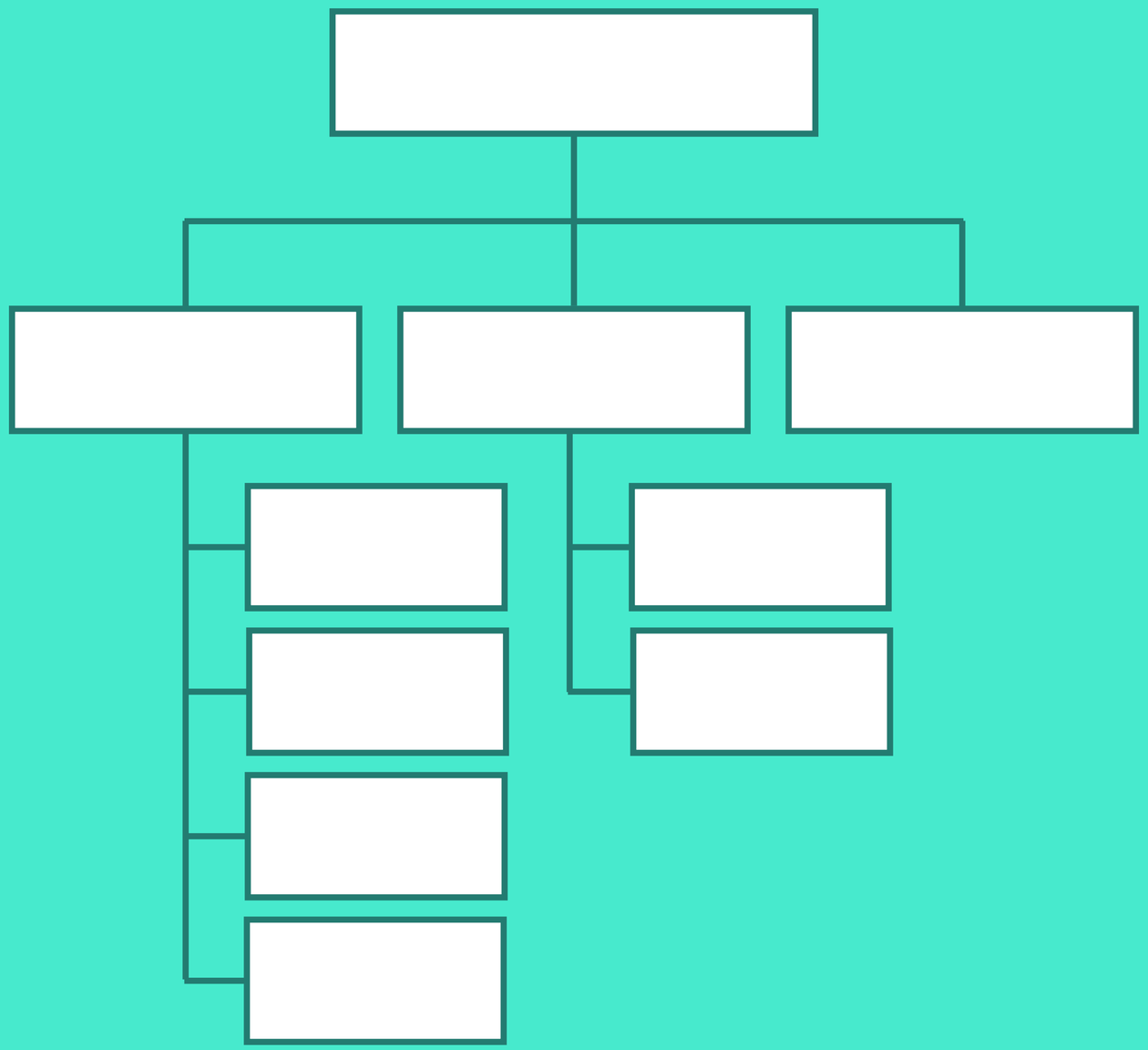
Support your new hire.

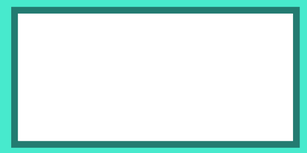


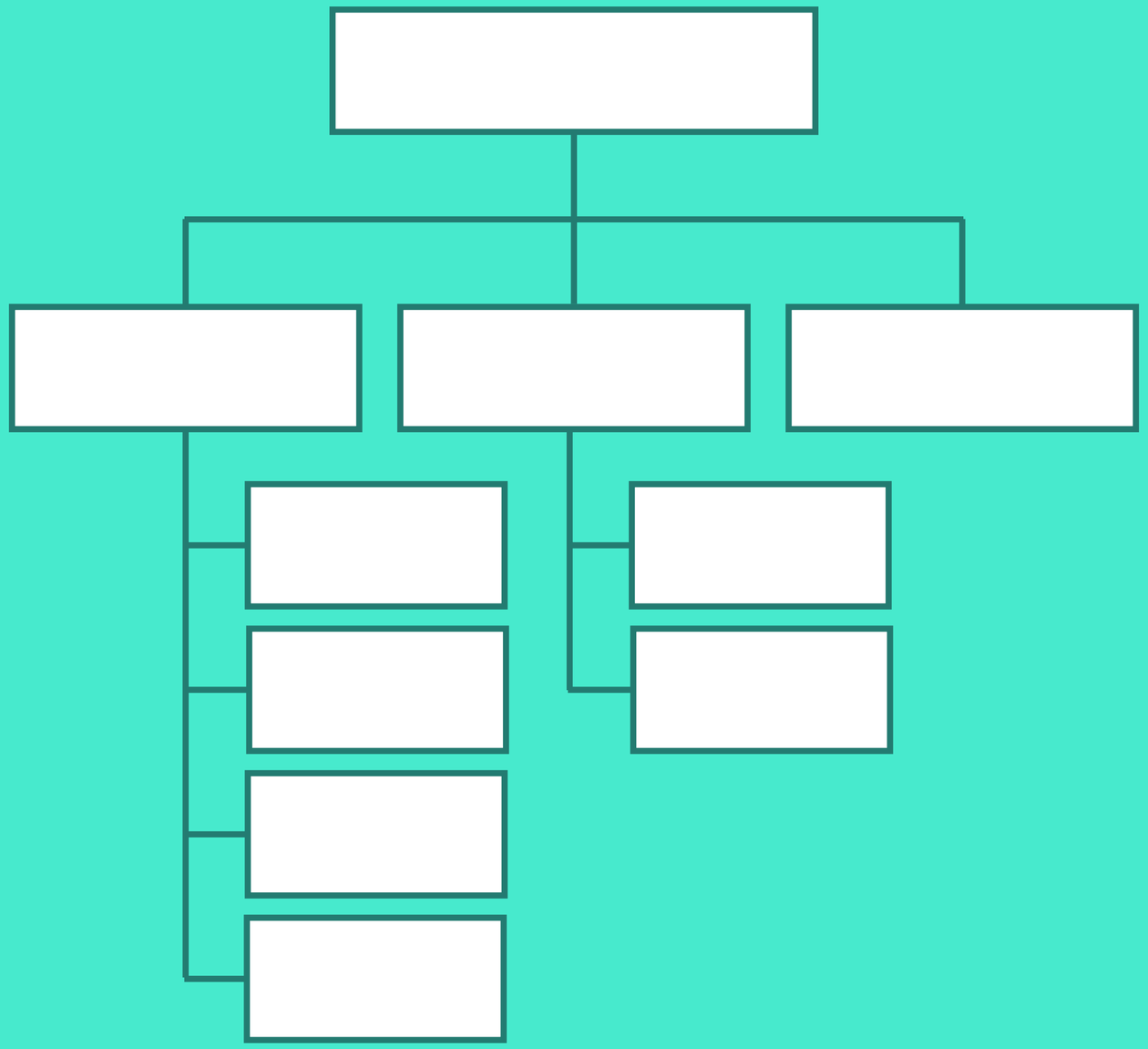
@JessAndAmen

@JessAndAmen

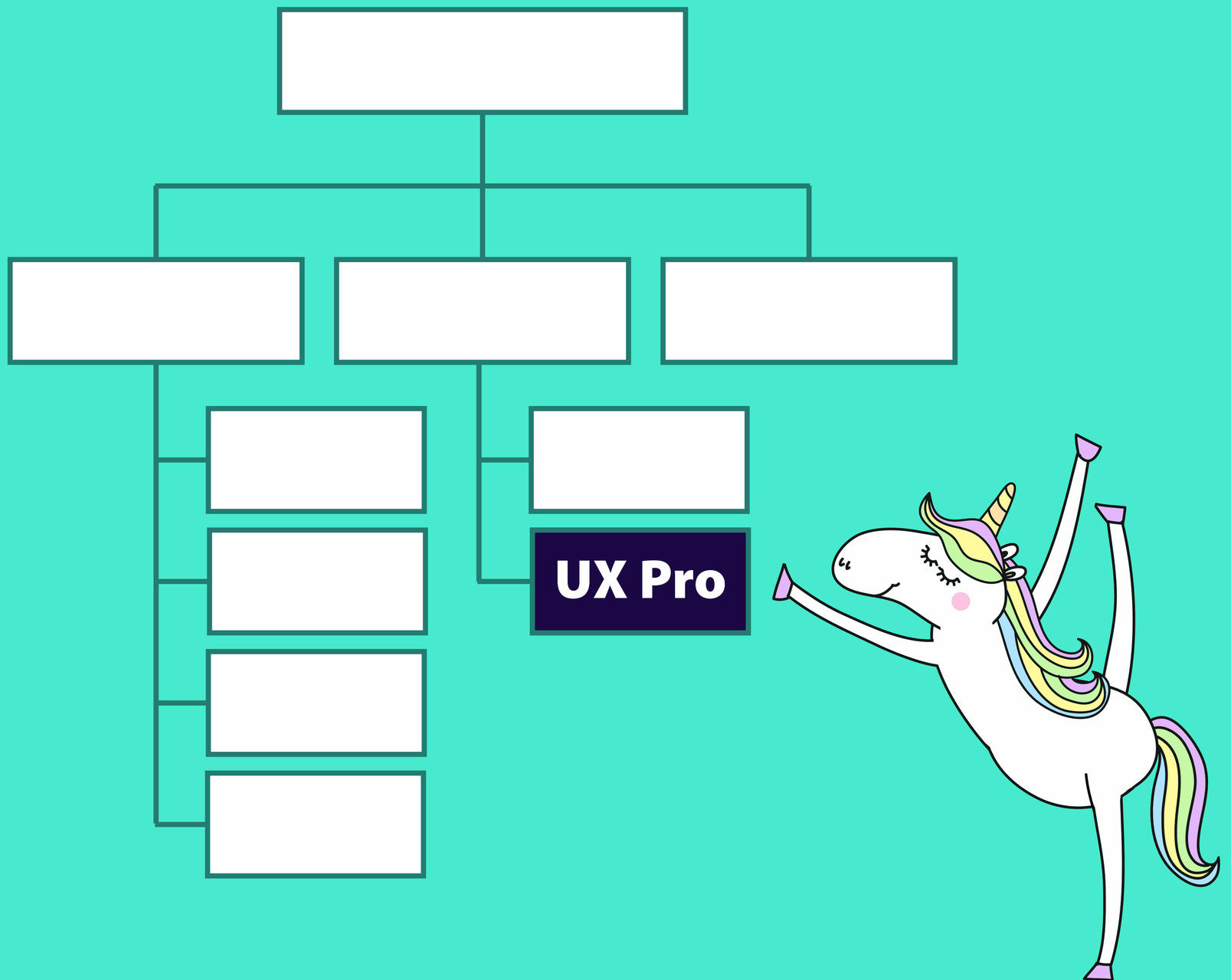








@JessAndAmen

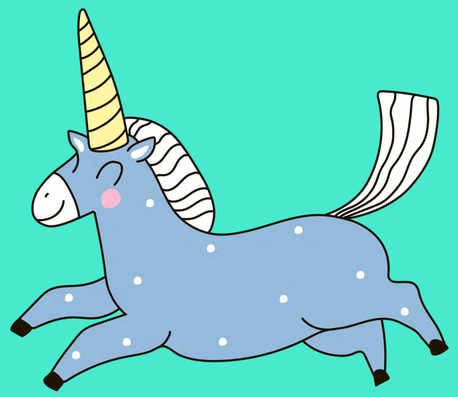


@JessAndAmen

@JessAndAmen

Share the ux know-how.

Be realistic.



@JessAndAmen

@JessAndAmen

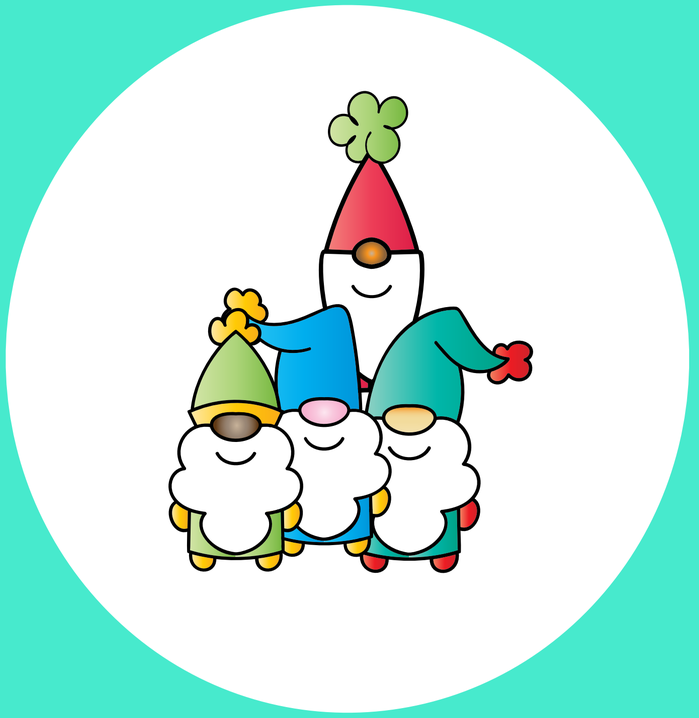
Existing Product Team

Existing
Product Team

Existing
Product Team

Existing
Product Team

This is progress.



+465%

Mobile Use

@JessAndAmen

@JessAndAmen

Identify your gaps.

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Prioritize project needs.

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Support your new hire.

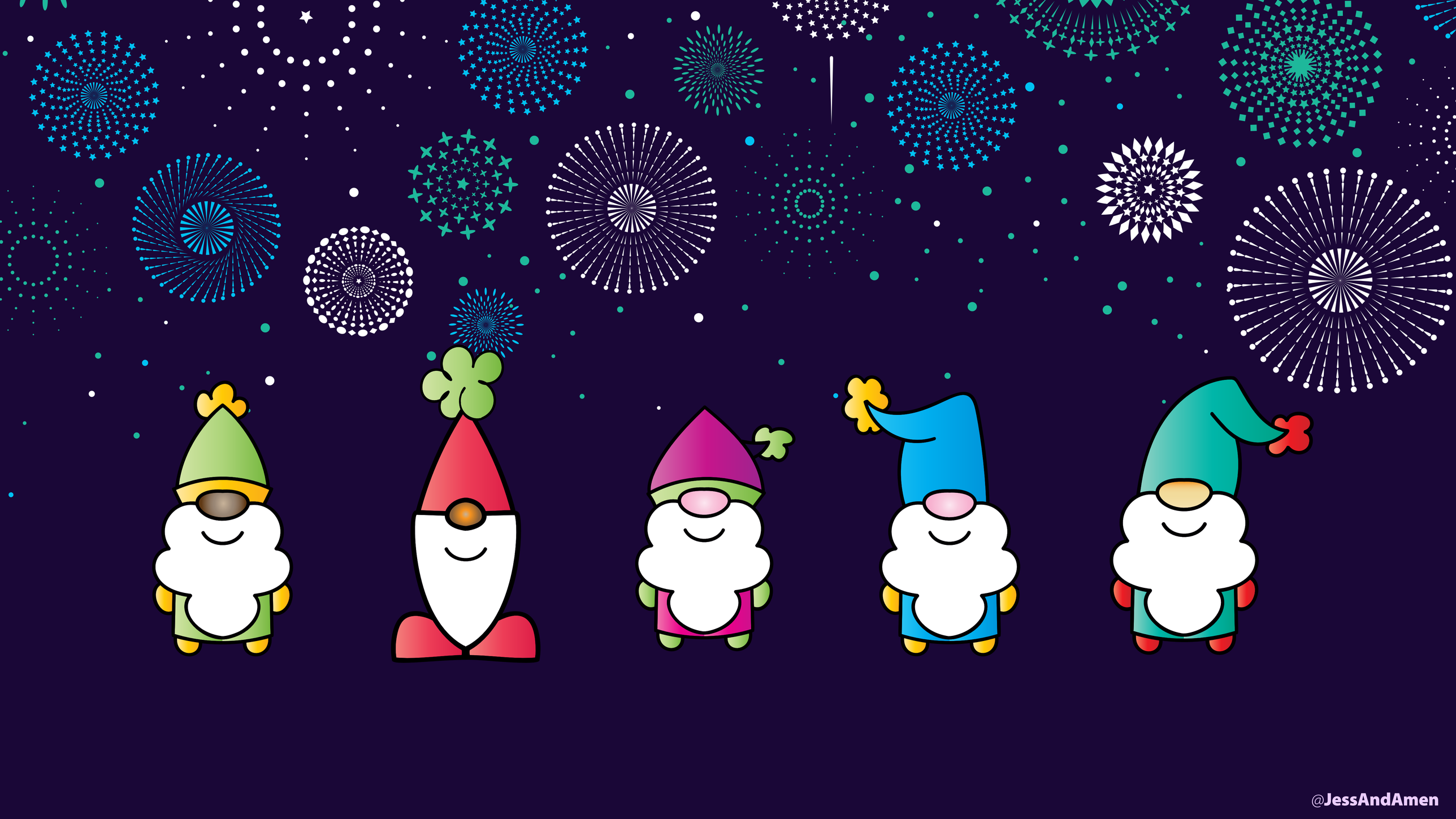
Identify your gaps.

Prioritize project needs.

Support your new hire.

Share the ux know-how.

Hire another one!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Further Reading
truemtatter.com/ideas
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UX Unicorns Do Not Exist: The Myth of the One-Person Usability Team

Dev+

A Developer's Guide to Working With UX Pros

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